

MEMORANDUM

TO: Chairman Debi Tate
Director Pat Miller
Director Sara Kyle
Director Ron Jones

FROM: Eddie Roberson, Jr.
Chief, Consumer Services Division

DATE: July 19, 2004

RE: CONSUMER SERVICES DIVISION MONTHLY REPORT-APRIL¹

Regulated utility complaints received and investigated in April	231
Non-regulated complaints received and investigated in April:	4
Number of follow-up investigations made in April:	541
Year-to-date regulated utility complaint total:	
1,082	
Number of Telemarketing complaints investigated in April:	32
Year-to-date Telemarketing complaints	165
Year-to-date total of Tennesseans signed up for Do Not Call Register:	1,489,815
Number of active telemarketing solicitors:	673
Number of Do Not Fax complaints investigated in April:	102
Year-to-date total of Do Not Fax complaints	
349	
Year-to-date total TDAP devices ordered:	565
Number of calls to MCI Relay Center Intrastate: 55,724 Interstate: 6,277	
62,001	

¹ Data in this report may change as information is updated.

Regulated Table

(Number of Regulated complaints received in April 2004)

Telephone Company's

1. BellSouth	48
2. Crockett	1
3. Frontier/Citizens	1
4. Sprint United Telephone Co.	4
5. TDS	1
6. United	1
7. Peoples	1

CLECS

1. AT&T Business	2
2. Birch	2
3. BTI	1
4. MCI	4
5. New South	1
6. XO	6
7. Z-Tel	1
8. Xspedius	1

Regulated Complaints for NR Companies

1. Echurch	2
2. Inc21	1
3. SBA Online	1
4. Tralee	1
5. XTN	1

Gas, Water & Electric

1. Atlanta Gas	3
2. Atmos Energy	2
3. Nashville Gas Co.	2
4. Tennessee American Water	2

Resellers

1. Access Integrated Networks	1
2. CCI (Cat Communications)	1
3. Cinergy	2
4. Delta	6
5. Evercom	1
6. Excel	1
7. Express Paging	1
8. NCIC	2
9. Primus	1
10. Qwest	1
11. Telecom USA	2
12. US Telecom Long Distance	1
13. Vartec	4
14. Touch 1 Communications	1
15. Working Assets	1

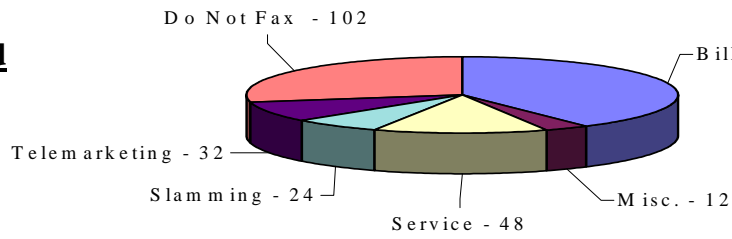
Non-Regulated Complaints

1. BellSouth	1
2. Iris Networks	1
3. MCI cl/lid	1
4. United	1

**Long
Distance**

1. AT&T Residential	105
2. AT&T Slam	8
3. MCI	6
4. Sprint Long Distance	12

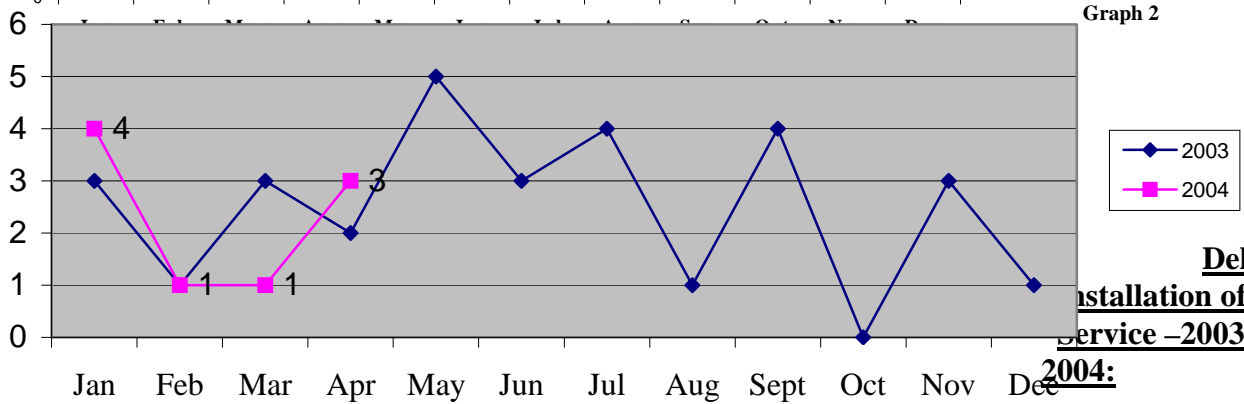
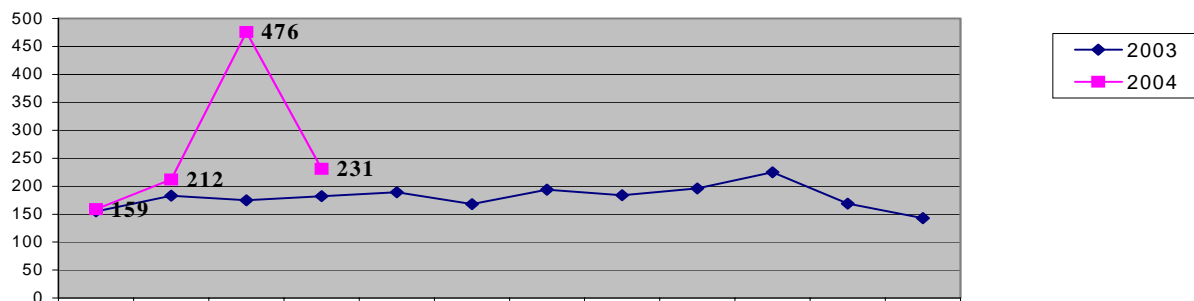
Regulated



Complaint Totals for April:

Regulated Utility Complaints from 2003 -2004:

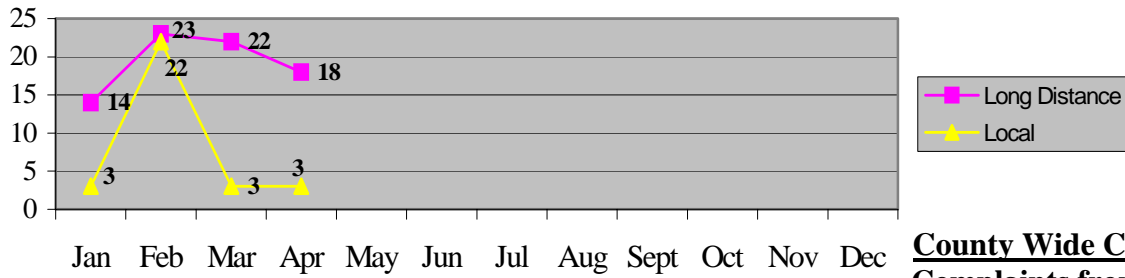
Graph 1



Delayed Installation of New Service -2003 - 2004:

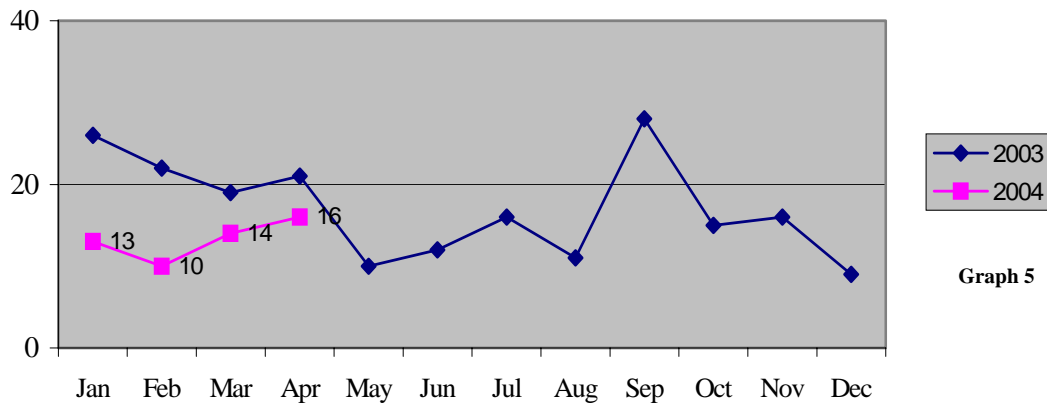
Graph 3

Slamming Totals: (Highest Number of Slamming Complaints for the Month of April:
AT&T: 8)



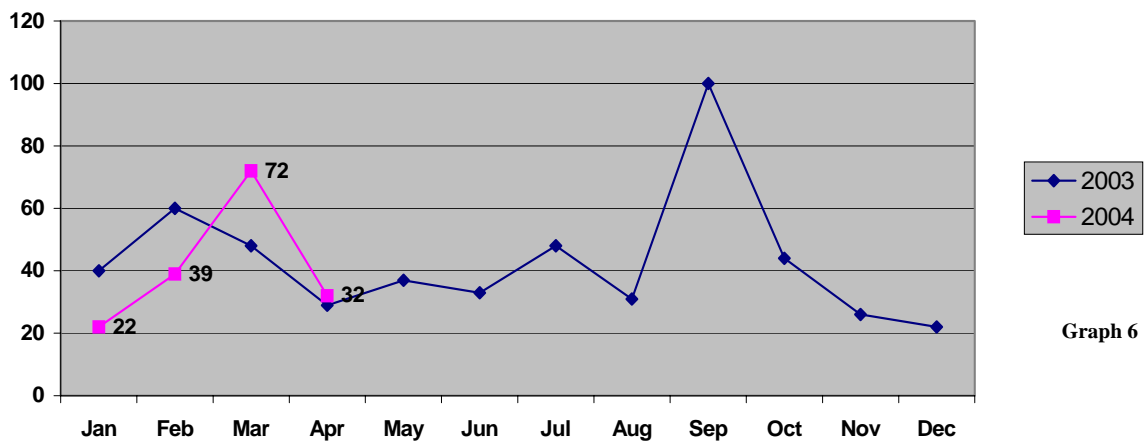
County Wide Calling Complaints from 2003 and

2004:



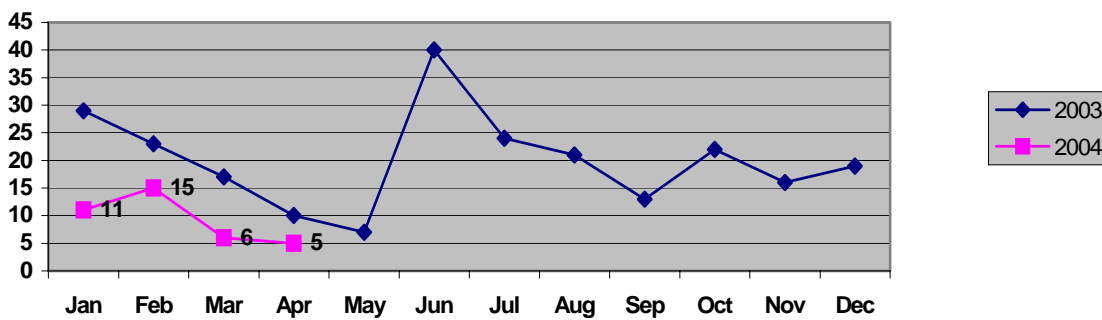
Graph 5

Telemarketing Complaints: (Most Complaints: *Satellite Solutions: 10*)

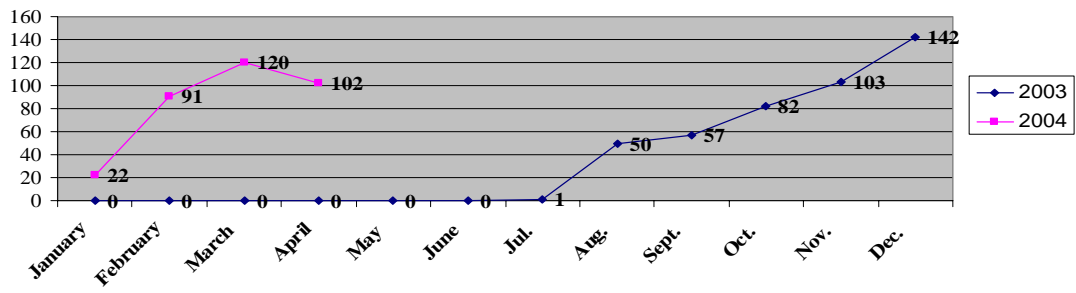


Graph 6

Telemarketing Solicitor Applications Approved:

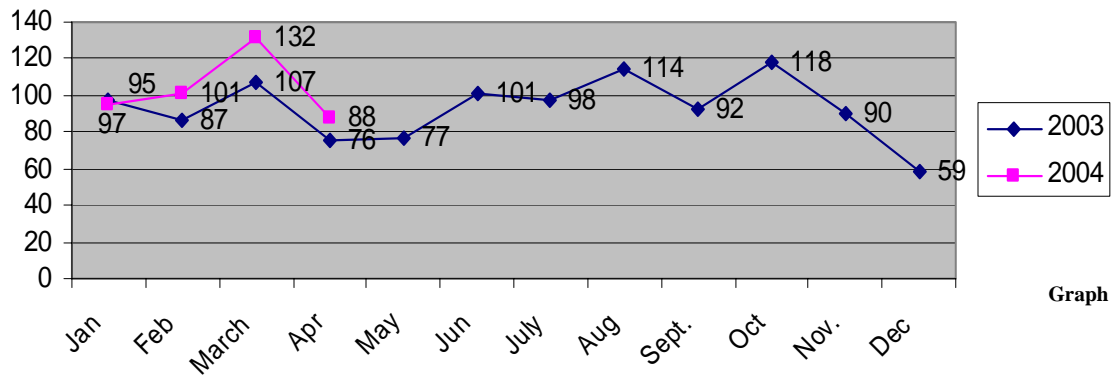


Do Not Fax Complaints 2004



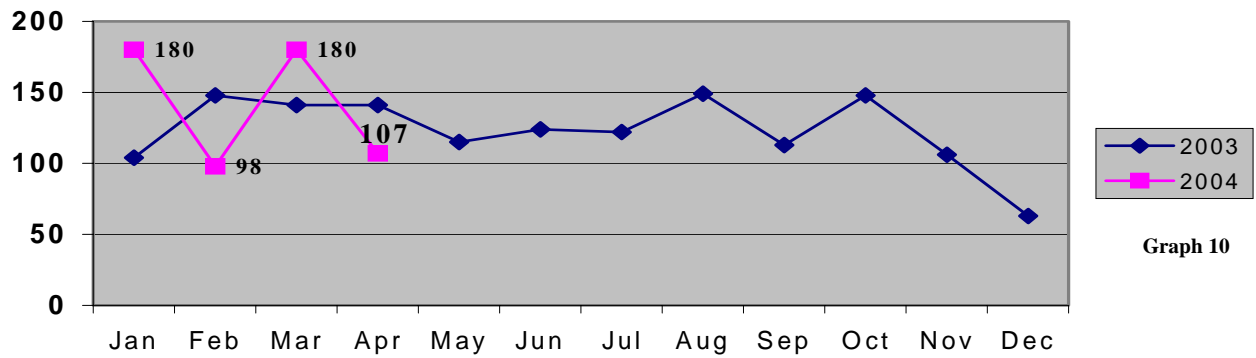
Graph 8

TDAP Applications Approved:



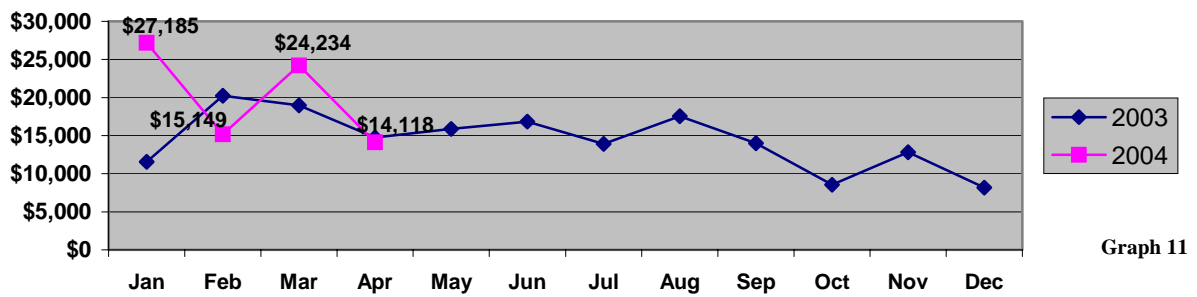
Graph 9

TDAP Devices Ordered:



Graph 10

Total Cost of TDAP Devices Ordered:



Graph 11

